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Minutes of the Information Management Panel
Friday, December 10, 2004

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Bruce called the meeting to order at 8:34 a.m.
Present: Supervisors Genia Bruce (chair), Jim Behrend, Duane Paulson and Bill Mitchell and Citizen Keith Pickens.
Also Present: Information Systems Manager Michael Biagioli, Chief of Staff Lee Esler, Systems Technology Administrator Al Mundt, Web Master John Zur, Office Services Coordinator Windy Jicha.

Approve Minutes of November 12, 2004
MOTION: Mitchell moved, Behrend second, to approve the meeting minutes of November 12, 2004. Motion carried: 5-0

Future Meeting Dates
- January 14 at 1:30 p.m.
- Beginning in February, the Panel will meet the first Friday of each month with a few exceptions. Those exceptions are: April (no meeting), June (second Friday), October (no meeting) and December (second Friday).

Update on the Communication Center and Communication Center Activation Project
Biagioli said the Sheriff's Department went live and transferred dispatch to the Communication Center on November 30. The transfer was uneventful. The Center is experiencing tactical issues due to call issues. They need to spread out the workload better amongst staff. Operationally and technically they are doing well. Phase 5 communities, those communities previously supported by Oconomowoc, were converted this past Tuesday. All but three communities, Village of Big Bend, Town of Mukwonago and City of Brookfield, are being dispatched by the Center now. Big Bend and Mukwonago will defer coming on board for the time being for no known reason. We are currently testing Brookfield law records data and everything is going well. The conversion date for the City of Brookfield is February 15, 2005. There are now 26 communities on board. There are no problems and no changes of funding to capital projects.

Mitchell said he has heard there are still problems with the GEO database. Is that being resolved? Biagioli said this type of problem is normal for this system and the issues are being taken care of as they come up. The GEO database is corrected as needed. The protocol committees are meeting bi-weekly and things seem to be going well. They are tweaking minor standard operating procedures as needed. He is unaware of any major issues.

Update on Issues Related to Avatar PM for Health and Human Services
Biagioli distributed a handout of a billing test log outlining submissions of Medicaid and Medicare claims from HHS. If claims are not submitted electronically, they are submitted manually. The chart shows what issues need to be fixed by Creative Socio Medico (CSM) or HHS. It also shows where EDI is working and what areas haven't passed testing yet. All issues needing corrections by CSM have been taken care of. HHS staff needs to put together batches for submission but right now staff is needed to process incoming payments. The private pay family statement piece is not working yet. Design specifications have been submitted by CSM and reviewed and returned by Waukesha County. CSM is going to make the necessary changes and return it. Once Waukesha County accepts the specifications, CSM will finish the design. It will take approximately three weeks to design and two weeks to test. It will be a minimum of six weeks before we will have the private pay family statement piece up and running.

Biagioli said there is risk because for private pay, we will lose money because at the time customers received services they had insurance and now they may not have insurance. Collections staff plans on being as gentle as possible while doing their jobs. HHS has been sending out statements to families with estimates. When the

first true statement goes out, it will be accompanied with a letter explaining to customers that we will work with them on collections. The county realizes there will be some loss because of the delay in getting this done.

Web Projects Update

Zur said we have put together a solid infrastructure for the county website that will soon allow departments to control the content of their websites. Zur reviewed a PowerPoint presentation on the system. The current system doesn't allow them to centrally manage the look and feel of the site. It is updated by site contributors live. Groups add content specific to their customers. This can lead to duplication of information without adequately updating information found in multiple locations. Backups occur nightly on the current system but revisions made during the day are not captured. Contributors now approve their updates. There are risks involved in this system. Navigation from one group to another group requires the user to acclimate to newer areas and information is inconsistent between areas. An old copy of an ordinance may exist in one area while a new copy exists in another area. Live system updates mean that a formal review of information does not occur before it is posted. System backups do not facilitate a means for the county to reproduce the content history.

Zur said the new system will have accurate information, an auditing trail and the ability to capture all revisions. Changes can be self-approved or have delegated approval. Publishing can occur on demand or can be scheduled. The new system has more consistency and the site template is managed from a central location. There will be an increased number of contributors throughout the county freeing up IS staff for more important and difficult tasks. Content can be pulled from other areas of the site rather than copy content. Zur demonstrated how to update content in the new system.

Biagioli said the strategic plan will outline who controls what data and business rules will be put into place. IS becomes the custodian rather than the developer of the site. They'd like to have all departments become owners of their sites. Only the owner of the data can change information unless the owner grants modification capability to someone else.

Zur said if someone delegates control of a chapter or section to someone else, they can control it. All changes made to that section will be updated. There is only one master file of each item so when it is updated, the whole system is updated. The new system has a detailed audit trail allowing users to see past changes and revisions. The preview shows what pages will look like when it goes to the Web server. Pages will not be updated until they are approved. Zur said the approval processes have not been set up. We are moving to pre-conversion right now. The new system is installed and in development. Next they will work on conversion, training and migration. Web management guidelines (WMG) need to be set up. Each page will have a home page layout with certain select setups to choose from. The WebPages will also have selection options. The biggest change is that top navigation will go away. It is a nice feature but it is difficult to use and doesn't fit with ADA compliances.

Biagioli said giving department staff the duty of controlling their WebPages will not eliminate staff in his office but will allow IS staff to work on things that need their support. We have a backlog of stuff that needs work.

Zur said HHS will have a challenging site. Parks is a good site to start with because they are so organized. They can look at an audit history of updates and changes to each page including who made updates and approved it. They can look at previous versions of the pages through the audit trail. A roll back will create a new version. He expects department staff to go through a half-day training on how to manage their pages.

Classes will have eight students. Students will only be able to access their department's area only. Additional training time will be needed outside of class.

Mitchell asked how long will you keep a rollback? Zur said we haven't looked at standards yet for keeping these files.

Behrend asked when will this go live? Zur said this is mixed in with other IS priorities. He's hoping to have the standards set and defined in January so it can go live in January or February. Biagioli said Web sites always change. It is actually a marketing technique to change a site once a month so keep people searching for new stuff at your site. Zur said he's sure there will be questions from citizens on how to navigate the new site. The whole basis of content management is that we can redesign the system without much hassle because the content is under control.

Update on "Thin Client" Pilot for Jail Personnel
Mundt distributed a handout titled, Thin Client Pilot for Jail dated December 10, 2004 and reviewed it. Thin client technology is based on using devices, which have less processing capacity than a standard workstation. All processing done on a thin client occurs on the server. This can have positive impacts on our environments in the following ways: decrease TCO by locking down devices and doing more of the processing load on servers, increase security because certain things cannot be run on stripped-down terminal devices and enhance "computer from anywhere" functionality. Our implementation of this architecture uses a product called Citrix MetaFrame. It was determined that the Sheriff's Department jail staff were a good pilot group to test the effectiveness of "normal" computing functions. We have had Citrix successfully running in the county for years but the increase in scale caused us to re-look at how we are doing everything in this environment. Within the past few months, we developed a project to position us for significant growth. They are currently projecting to pilot this project near the end of January 2005.

Biagioli said implementing this technology will reduce computer costs to departments. To install these devices, PCs will not have to be removed from workstations. PCs can be locked down so people will not have access to "A," "C" or "D" drives. We will purchase new thin client equipment and licenses instead of PCs. Speeds will increase because users will be running at the speed of the server. PCs will be available for instances when disks or CDs are needed.

Mundt said these units use less power and produce less heat than PCs. The final device decision has not been made. We have plenty of room for growth with our current network capacity. We have to protect the system with filters from Spyware or Adaware. We will not be saving user profiles and will purge temporary user profiles.

Pickens said retail has been using these for five to ten years. He asked if there is high availability? Mundt said they are building a core of commonly used applications. Workstations are perfectly tailor-able so you can set them up as needed. You need leadership to decide exactly what staff needs to do their jobs. We will build six servers for the basics everyone will use like Microsoft Office. We will set up other programs on servers in an order where they will coexist in a friendly order. The tricky part is making sure the applications will run the way they are supposed to run.

Mitchell said he looks at this like going back to a mainframe-type of environment.

Bruce asked how much do the thin terminal devices cost? Biagioli said costs are determined by how they are configured. He estimates it will cost $300 to $350 per thin terminal device while a PC costs upwards of $750. Mundt said hardware is usually 20% of the total costs. We spend a lot of time doing software control

to make sure everything we run is legal. There's no place to store anything on the thin terminals. Mission critical data will never be put on a "C" drive so if someone leaves or the hard drive crashes, information is not lost.

Report on HIPAA Security Progress
Mundt said the HIPAA Security Rule is the third of three pieces of federal legislation designed to enhance a patient's access to information, increase security and smooth the flow of electronic health care information. This rule must be implemented by April 2005. An estimated 60% of the listed requirements are administrative requirements such as policy and training. Similar to the HIPAA Privacy Effort, Security will be accomplished by segmenting the effort into subgroups. These subgroups are risk analysis, policy and workstation security, technical and operations. Subcommittee meetings are underway and work is progressing. We have engaged Communications Center Project Manager Donn Hoffmann to assist in managing the effort and keeping teams on track.

Esler asked overall has it been compartment-ized in what type of security? What is the major committee responsible for countywide HIPPA compliance? Mundt said there's a lead security committee that determines when the other committees meet. The first thing they need to do well is analyze risk. So far the applications containing electronic personal health information have been identified. The risk analysis determines how you remediate and how much you spend. A Training Committee should be on the list of subcommittees but it was inadvertently omitted. There's been significant training for HIPAA security. We need to make it part of every day functioning. This will become part of Management University.

Update and Review of Countywide Cashiering System
Biagioli said this spring we will put out an RFP to replace our nine antiquated cashiering systems with possibly one central system. The golf course cashiering system was replaced four years ago and will not be part of the replacement. The next release will include all of the features we requested. We are comfortable with the system from an auditing and security point of view.

Update on PROTECT
PROTECT has been up and running for 35 days. The state has committed to physically support the system. The District Attorney's Computer Coordinator's last day was December 8th.

2005 Projects Update
Biagioli distributed the list of the 2005 initiatives. Based on our assessment, we won't get to the last five initiatives on the list. The 2004 to 2005 ongoing projects are numbers one through 11 on the list. Everything after number 11 is assumed priority. The Technology Steering Committee set the priorities. Each item has a detailed description of the initiative.

Supervisor Paulson left at 10 a.m.

Motion to Adjourn
MOTION: Mitchell moved, Behrend second, to adjourn the meeting at 10:01 a.m. Motion carried: 4 - 0.

 Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel